



Chief Executive Officer's Report – April 2024

Date: April 11, 2024

To: TTC Board

From: Chief Executive Officer

Summary

The Chief Executive Officer's Report is submitted each month to the TTC Board for information. Copies of the report are also forwarded to Members of Toronto City Council, the City Manager and the City Chief Financial Officer. The report is also made available to the public on the TTC's website.

Financial Summary

There are no financial impacts associated with the Board's receipt of this report. The CEO's Report features metrics on fare revenue and budgets.

The Chief Financial Officer has reviewed this report and agrees with the financial summary information.

Equity/Accessibility Matters

The TTC is committed to promoting and supporting diversity and inclusion as well as removing barriers in all corporate policies, procedures, processes, programs and services in order to reflect and respond to the needs of employees, contractors and customers.

The CEO's Report includes monthly reporting on elevator and escalator availability in our system, performance metrics for our Wheel-Trans service, and periodic updates on the TTC's Easier Access Program.

The CEO's Report also features updates on employees and diversity, encompassing important information about projects and initiatives aimed at creating an organizational culture of inclusiveness, respect and dignity that is free from harassment or discrimination.

The CEO's Report also includes a section that showcases new projects, milestones, achievements and vital initiatives.

The design and layout of the CEO's Report have been optimized to meet web accessibility standards.

Issue Background

The CEO's Report was created in 2012, replacing the Chief General Manager's Report. The previous report provided detailed information on all TTC departments and capital projects.

The CEO's Report was updated in 2016 to be more closely aligned with the TTC's seven strategic objectives at the time: safety, customer, people, assets, growth, financial sustainability, and reputation.

In 2018, with the launch of the 2018-2022 Corporate Plan, the report again underwent progressive changes to align and reflect our reporting metrics to the TTC's continued transformation.

With new and emerging priorities and strategic objectives, we again updated the CEO's Report in 2021 to ensure it meets the needs of the Board, the public and the organization going forward.

Contact

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Signature



Richard J. Leary
Chief Executive Officer

Attachments

Attachment 1 – Chief Executive Officer's Report – April 2024

CEO's Report

Toronto Transit Commission

April 2024



Toronto Transit Commission



The TTC is a City of Toronto agency that provides public transit services for Toronto that extend into surrounding municipalities. The TTC's mandate is to establish, operate and maintain the local transportation system in the city of Toronto. The TTC is the largest public transit system in Canada and the third-largest in North America. It is also integrated with other nearby transit systems, such as YRT in York Region, MiWay in Mississauga, and Ontario's regional GO Transit lines.

TTC by the numbers



1.3 million
Rides per week
day



185K
weekly
service hours



6,400+ km
of routes



2,114
buses



206
streetcars



143
trains



16,000+
employees



60
battery-electric buses — the
largest fleet in North America

Our vision

To be a transit system that makes Toronto proud.

Our mission

To provide a reliable, efficient, accessible and integrated bus, streetcar and subway network that draws its high standards of customer care from our rich traditions of safety, service and courtesy.

Did you know...

Did you know that the Yonge Subway line, Canada's First Subway, is celebrating its 70th anniversary? Construction began in 1949 and when it was completed in 1954, the Yonge line stretched 7.4 kilometres from Eglinton to Union and included 12 stations: Eglinton, Davisville, St Clair, Summerhill, Rosedale, Bloor, Wellesley, College, Dundas, Queen, King, and Union.



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CEO's commentary



In March, the TTC, in collaboration with the Conference of Minority Transportation Officials (COMTO) and the WTS Toronto Area Chapter, held a special event on Women in Transit, with a focus on empowering women and female-identifying employees and encouraging their professional development.

The inaugural event at our Hillcrest Complex was designed to fuel our talented workforce's career growth and personal development. Panellists included Kirsten Watson, President – WTS Toronto Area Chapter, Shabnum Durrani, Acting President of COMTO, and Streetcar Transportation Head Deb Lyon discussing topics that included Building Trust and Relationships and Career Development and Mentorship. TTC Chief People Officer Shakira Naraine helped to moderate the proceedings with assistance from the TTC's Sarah Currie, Policy Development Manager, and Hayley Waldman, Senior Communications Specialist. Participants

gained valuable insights into career planning, professional growth, and the pivotal role mentorship plays in propelling careers forward.

The event was extremely well-received and encore engagements will be scheduled in the near future.

WTS International has championed the advancement of women in the transportation industry through professional development sessions, mentorship opportunities, and tailored programming.

The organization has more than 8,000 members and 67 professional chapters, including two in Ontario.

The TTC continues its work to provide career development and mentorship opportunities for women at the TTC. As a prime example, the TTC's Female Operator Peer-to-Peer Mentorship Program has close to 100 mentors who guide female probationary Operators in all modes to support their success.



Participants of TTC Women in Transit event.

CEO's commentary

For the week ending March 16, overall weekday boardings stood at 78 per cent of pre-COVID levels, a six-per-cent decline from levels observed in fall 2023. The decline was due to a reduction in student demand as elementary and secondary schools were closed for March Break. Weekday boardings by mode continue to be highest on the bus network at 87 per cent of pre-COVID levels, while streetcar and subway boardings were, respectively, at 70 per cent and 71 per cent. Demand is expected to restore to fall 2023 levels for the next two weeks before reducing again as post-secondary schools transition into exam weeks.

Diversity and Culture Group

2023 Diversity and Culture Annual Report

At this month's Board meeting, Commissioners will be receiving the TTC's third Diversity and Culture Annual Report. Titled, *Equity, Diversity, Inclusion and Accessibility (EDIA): Progress Through Systemic Change*, this report highlights the progress the TTC has made over the past year while at the same time giving us an idea of the areas that need more work.

As an organization, we are proud to touch the lives of so many people. With Toronto being one of the most diverse cities in the world, we need everyone to feel welcomed on our system. Each and every one of our customers must be treated with respect on the TTC – whether it is riding one of our vehicles, waiting at our stations or asking one of our employees a question.

The TTC is the lifeblood of Toronto and we take great pride in serving this great city. I know we have made critical strides this past year and we are ready to continue on our inclusion journey. As an organization, we are committed to improving and creating a more welcoming and inclusive TTC.



2023 Diversity and Culture Annual Report: For the third consecutive year, four of every 10 new Transit Operators hired identify as a woman.

CEO's commentary

Strategy and Customer Experience Group

TTC launches enhanced fare compliance campaign

Late last month, the TTC rolled out a new awareness campaign reminding customers about paying their fare. Fare revenue and fare compliance are critical for sustaining reliable public transit. The TTC is committed to maximizing its fare revenue through ridership recovery and fare compliance.



TTC staff conducts fare inspection.

The TTC is not alone – many transit authorities are experiencing high fare evasion rates. Fare evasion impacts revenue streams, undermines our system's integrity, and compromises customer experience. Not paying is theft, and it deprives the system of much-needed revenue.

Employees at all levels are confronting this challenge head-on and exploring effective strategies to combat fare evasion. Given the importance of ensuring our services remain sustainable and accessible to all, we must maintain a fair and equitable fare collection system that upholds the principles of accountability and transparency.

From increased fare inspections to deploying PRESTO systems, we are committed to finding comprehensive solutions that balance enforcement and customer experience. We are concerned about the increase in fare evasion. We are increasing enforcement and will be ticketing more often so people get the message.

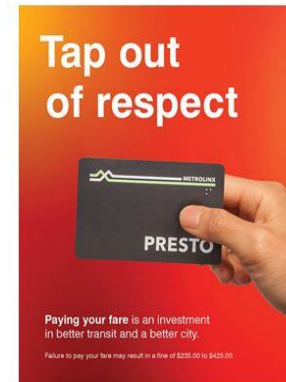
Even with a significant City of Toronto operating subsidy, the TTC relies heavily on fares to fund safe, reliable service for hundreds of millions of customers annually.



Fare is fair.



Fare is fair.



Fare is fair.



Fare is fair.



TTC launches a new fare compliance campaign.



CEO's commentary

Metrolinx construction underway at Pape Station

Part of Metrolinx's work on the future Ontario Line is building a new underground station connecting to Line 2 Bloor-Danforth at Pape Station. This major work has resulted in TTC bus service changes that are now underway at Pape.

With the partial closure of the eastern bus bay at the station, a number of bus routes are serving customers on Pape Avenue in front of the main entrance or from new temporary bays on Lipton Avenue. Construction work is scheduled to continue until October. While access to the station will be maintained, subway service at Pape may be disrupted intermittently. For complete details, please visit ttc.ca.

Innovation and Sustainability Program

Celebrating Earth Day in April

The TTC proudly celebrates Earth Day on Monday, April 22. Earth Day reminds us about public transit's important role in the fight against climate change. Taking the TTC means choosing an environmentally sustainable, affordable, and accessible way to get around the city.

The TTC pledges to continue to do all we can to fight climate change. Our Environmental Sustainability Policy commits us to decarbonize our facilities, increase biodiversity on the land we care for, and reduce our consumption and waste.

The TTC's Green Bus Program, subject to full funding, targets a revenue fleet entirely free of fossil fuels by 2040. As a climate action, this program would mean a reduction in tailpipe fleet emissions by more than 97 per cent.

Safety and Environment Group

National Day of Mourning

The TTC will lower its flags half-mast on National Day of Mourning, April 28, as a tribute to those in our workforce who lost their life or who have suffered a serious injury or illness.

Our most important job at the TTC is ensuring the safety and security of our employees, customers, and communities. On National Day of Mourning, we encourage our employees to remember their colleagues and take a moment to reflect on the importance of safety at the TTC.

I thank the hundreds of dedicated employees serving on more than 50 of our joint management/union Health and Safety Committees. These committees promote co-operation and collaboration, allowing workers and managers to participate equally in resolving health and safety matters continually.

Removing barriers to safety helps to ensure that everyone returns home in the same condition that they arrived at work.

The Association for Workplace Tragedy Family Support, known as Threads of Life, is a Canadian registered charity dedicated to supporting the healing journey of families who have suffered from a workplace fatality, traumatic life-altering injury, or occupational disease. Threads of Life currently supports more than 3,600 family members across Canada with support programs and services.



CEO's commentary

The association co-ordinates Steps for Life events that raise money for these programs and aims to educate the community about the devastating ripple effects of each workplace tragedy and how we can work together to prevent others from being injured or killed on the job.

On April 28, Threads of Life is hosting its annual five-kilometre walk, Steps for Life, at Coronation Park from 9 a.m. to 1 p.m. A team from the TTC will be participating and all employees, their families and friends are encouraged to join in the walk and other activities.

Finally, I would like to wish Canada's First Subway a very special happy birthday. On March 30, the original Yonge Subway marked its 70th anniversary since its official opening on that date in 1954.

The Yonge line stretched 7.4 kilometres from Eglinton to Union, and included 12 stations: Eglinton, Davisville, St Clair, Summerhill, Rosedale, Bloor, Wellesley, College, Dundas, Queen, King and Union.

The Yonge Subway was Canada's first subway line, and the first post-war subway to be built in North America. Its construction began in 1949. The Yonge

line was built at a cost of \$67 million – including the TTC's shiny new Red Gloucester trains from England.

Following this month, the next meeting of the TTC Board is set for Thursday, May 16, and will be live-streamed on the Official TTC YouTube Channel.

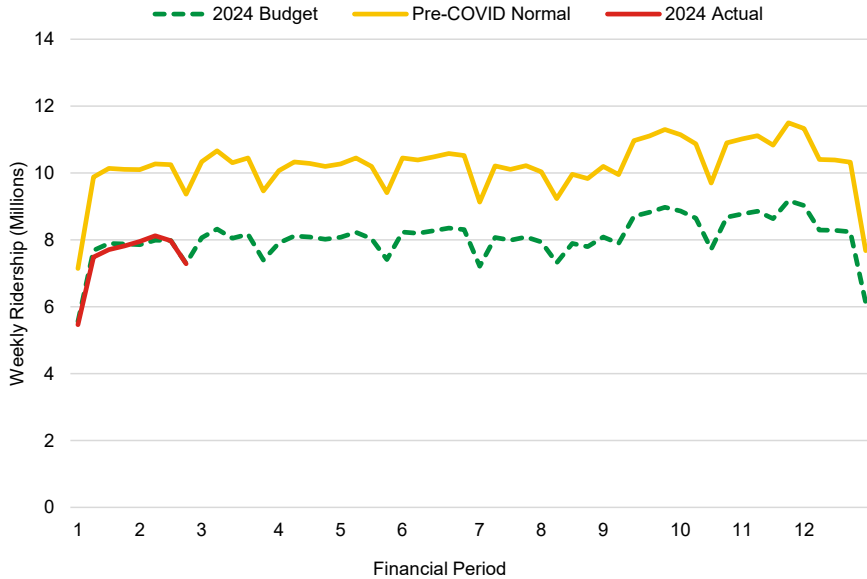
Richard J. Leary
Chief Executive Officer
April 2024





Ridership

Revenue rides



Definition

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. Average number of customer linked trips per week, including paid and free trips (children 12 and under).

Results

Period 2 (January 28 to February 24, 2024) revenue rides totalled 31.3 million, representing 78% of pre-COVID experience and 0.2 million or 0.7% above budgeted revenue rides. Period 2 average weekly ridership increased to 7.8 million rides per week from 7.4 million revenue rides per week in Period 1.

Year-to-date revenue rides totalled 59.8 million, which is 0.3 million below budget and cumulatively represents 77% of pre-COVID experience.

Analysis

Weekly ridership continues to trend close to budgeted levels in 2024, with year-to-date ridership at 99% of budget.

The percentage of unique PRESTO riders using the system each week reached 85% of pre-COVID levels in Period 2, an increase from 84% reported in Period 1. Travel frequency patterns of riders in Period 2 remain consistent with those experienced in 2023, with a higher usage among riders using the system less frequently.

Actual frequency experienced in Period 2 resulted in the number of unique riders classified as “commuters” (i.e. ride four of five weekdays per week) reaching approximately 58% of March 2020 levels, while riders who use transit less frequently (ride less than four weekdays per week) represented approximately 105% of March 2020 levels.

Weekday use continued to be highest and consistent across mid-week (Tuesday to Thursday), averaging up to approximately 78% of pre-COVID levels in Period 2. Weekend ridership averaged up to approximately 93% of pre-COVID levels, demonstrating a consistently stronger recovery rate than experienced on weekdays.

Action

Building on ridership growth rates experienced in 2023, the 2024 ridership budget forecasts gradual growth throughout the year, growing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

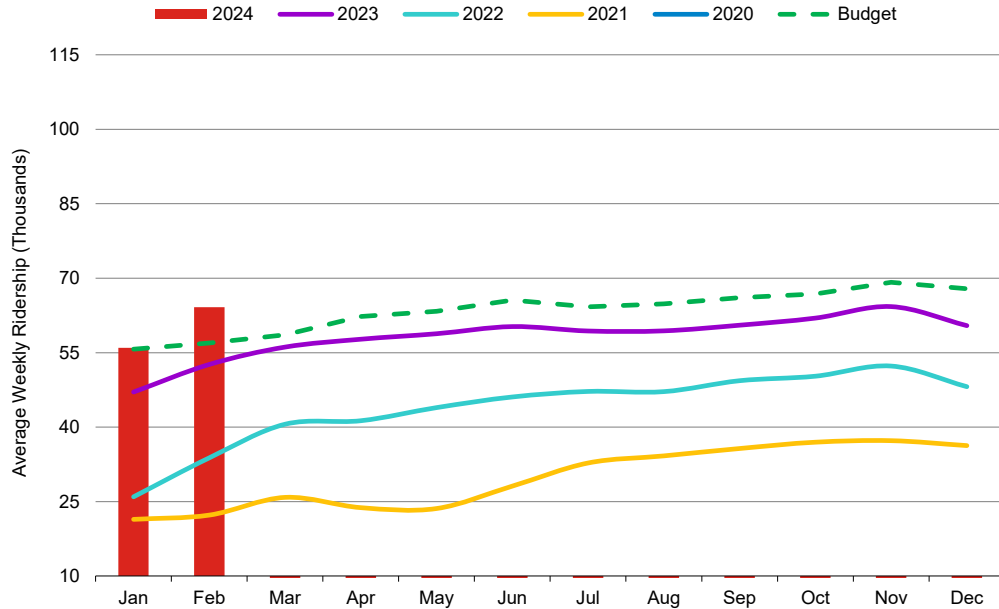
Ridership trends and recovery will be monitored closely for all fare concession types and ridership segments.





Ridership

Wheel-Trans – Trips



Definition

Average number of trips per week using both Wheel-Trans dedicated services and contracted services. Wheel-Trans ridership is counted separately from TTC ridership on conventional bus, streetcar and subway.

Results

Ridership in Period 2 (January 28 to February 24, 2024) was 256,532 (or 64,133 passengers per week). This figure was 12.6% higher than the budgeted 56,950 customers per week. In terms of year-over-year growth, the Period 2 year-to-date (YTD) ridership is 18.5% higher compared to the same period in 2023, and is 6.6% (29,900) over the 2024 YTD budget. The 2024 YTD ridership represents 77.2% of the pre-COVID experience in Period 2 2019.

Analysis

Wheel-Trans experienced an increase in registrants of 0.9% versus last period bringing the total active registrants to 39,441. This increase along with warmer-than-normal winter weather and the lack of snow storms has attributed to the increase of ridership to higher-than-budgeted levels. Other factors contributing to the higher ridership include service availability and reliability with an increase in on-time service compared to 2023. Customers have increased frequency of travel as they are confident that they are able to secure their desired trip times and can rely on their trips being on time.

Action Plan

As we transition now into spring, ridership is expected to increase based on historical trends. Wheel-Trans will continue to monitor service availability to meet the rising demand in ridership.

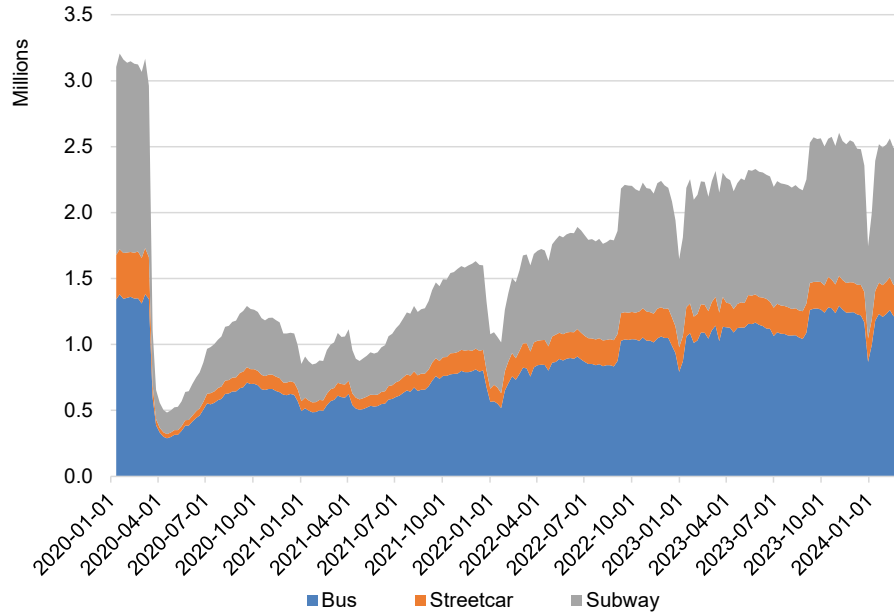
Note: Wheel-Trans ridership is not included in TTC ridership totals.





Ridership

Customer Boardings



Definition
Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle.

Results

Average weekday boardings increased by 5% to 2.5 million in February from 2.4 million in January, and stood at 80% of pre-COVID levels.

Analysis

Continuing the upward trend since January, February's 5% increase in demand was a step towards the restoration of fall 2023 demand levels and was just 2% lower compared to November 2023. This is due to a reduction in work commutes before and after the Family Day long weekend and a reduction of post-secondary student demand in the final two weeks of the month.

The increase in customer demand from January levels was even across all modes – 5% for bus and streetcar and 4% for subway.

Demand continues to vary across weekdays due to the practice of hybrid work. Compared to seasonally adjusted pre-COVID levels, average weekday boardings in February were 92% for bus, 69% for streetcar, and 72% for subway. The busiest weekday, however, was 94% for bus, 71% for streetcar, and 76% for subway.

Action

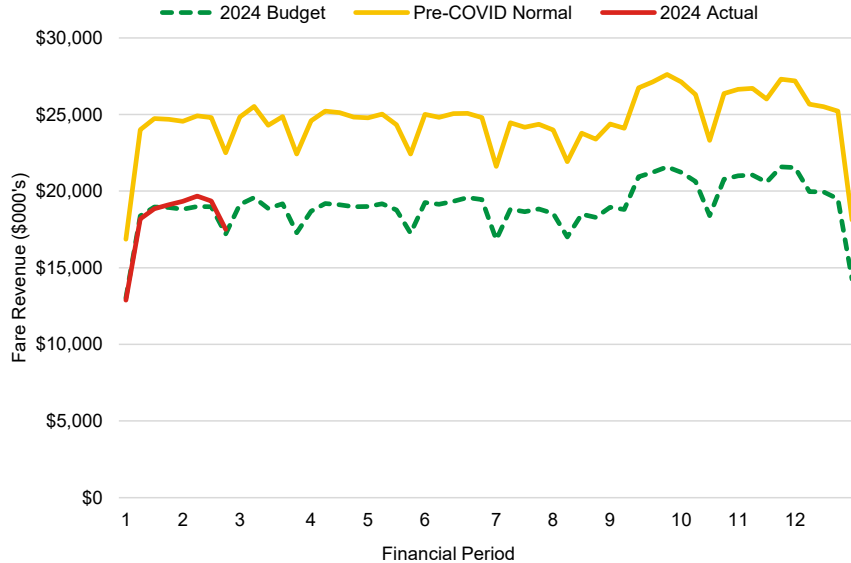
- Analyze early 2024 customer use data to inform capacity adjustments through reallocation and planned service increases throughout 2024.
- Monitor shift in customer demand at key locations for changes from the One Fare Program implemented in February 2024.
- Implement service increases starting in May 2024 to provide more capacity (on 16 routes) and improved reliability (on 14 routes) as part of the first of two service increases approved in the 2024 Budget.
- Monitor customer sentiment through ongoing customer satisfaction survey and customer service communications for actionable insights to enhance customer experience.





Financial

Fare revenue



Definition
Revenue generated through fares.

Results

Period 2 (January 28 to February 24, 2024) fare revenue was \$75.9 million. This represents 78% of pre-COVID revenue and is \$2.0 million or 2.6% above budgeted fare revenue for Period 2. Period 2 average weekly fare revenue of \$19.0 million increased 6.0% over Period 1.

On a year-to-date basis, fare revenue totalled \$145.0 million, which cumulatively represents 78% of pre-COVID experience and is \$1.7 million above the year-to-date budget.

Analysis

Weekly fare revenue continues to trend close to budgeted levels in 2024, with year-to-date fare revenue at 101% of budget.

The revenue media split between PRESTO and other fare media (cash, tickets, tokens) was approximately \$72.0 million for Period 2 — representing a PRESTO ridership adoption rate of 91.7% — and \$3.9 million from other media for Period 2. With the launch of Open Payment on August 15, 2023 and the Virtual PRESTO Card on November 14, 2023, the adoption of the Open Payment and Virtual PRESTO Card payment methods continued to grow during Period 2, with up to 12.2% of weekly rides paid using the Open Payment method and 1.3% of weekly rides paid using the Virtual PRESTO card by the end of Period 2.

As a result, legacy fare methods and fare payments from a physical PRESTO card have decreased proportionately, with fare payments from the physical PRESTO card having the greatest reduction in use.

Period 2 revenue was generated from the following fare concession groups: 78.4% adult, 8.8% post-secondary, 5.2% senior, 7.4% youth (ages 13-19) and 0.2% other, similar to Period 1 — 79.2% adult, 8.5% post-secondary, 5.0% senior, 7.1% youth and 0.2% other.

Action

Building on fare revenue growth rates experienced in 2023, the 2024 fare revenue budget forecasts gradual growth throughout the year, with ridership increasing from an average 78% of pre-COVID levels in the first quarter of 2024 to an average 80% in the fourth quarter of 2024.

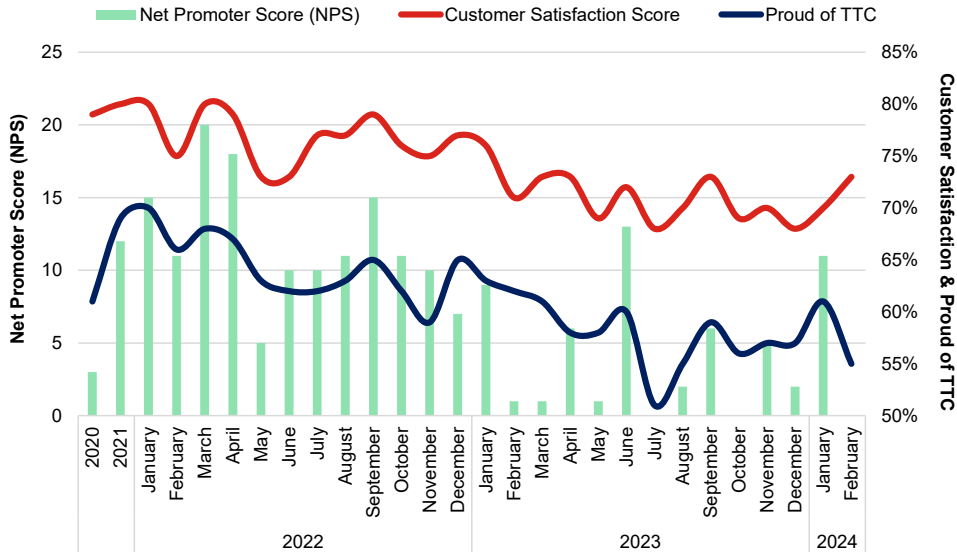
Ridership and fare revenue trends and recovery will be monitored closely for all fare concession types and ridership segments.



Customer experience



Customer satisfaction



Definition
Monthly customer survey of 500 TTC customers. Customers are asked: How satisfied were you overall with the quality of the TTC's service on the last TTC trip you took, on a scale of one to 10 where one is "extremely dissatisfied" and 10 is "extremely satisfied".
Net Promoter Score (NPS) measures how likely customers are to recommend the TTC to a friend, family member or colleague.
Note: the customer satisfaction is a lagging indicator, relating to events that occurred in the previous month.

Results

Customer satisfaction has increased since January 2024, from 70% to 73% in February 2024. Net Promoter Score (NPS) decreased to zero from 11, and the number of customers who say they are proud of the TTC and what it means to Toronto has decreased to 55%.

Analysis

Overall customer satisfaction aspects, such as ride comfort and cleanliness of vehicles, have improved in February 2024 when compared to January 2024. Customer satisfaction for both bus and streetcar has increased, by 7% and 11%, respectively. Satisfaction for subway has decreased slightly by 1%. However, subway customers did report increased satisfaction with staff helpfulness.

NPS has decreased across all modes, subway decreased by 15 points, while bus and streetcar decreased by two points each.

Customers reported a decrease in Proud of TTC score for both subway and bus, both down by 8%. However, streetcar customers reported an increase by 5% – this increase is supported by a notable increase in streetcar customer satisfaction across several aspects of customer experience, such as maps and signage, staff helpfulness, and personal safety.

In February, the overall customer effort score increased by 1%, indicating that customers reported increased ease of use across key points on customer journey, including transferring between routes, lines or modes, planning trip with TTC, and finding out when the next vehicle will arrive, having improved the most.

Action

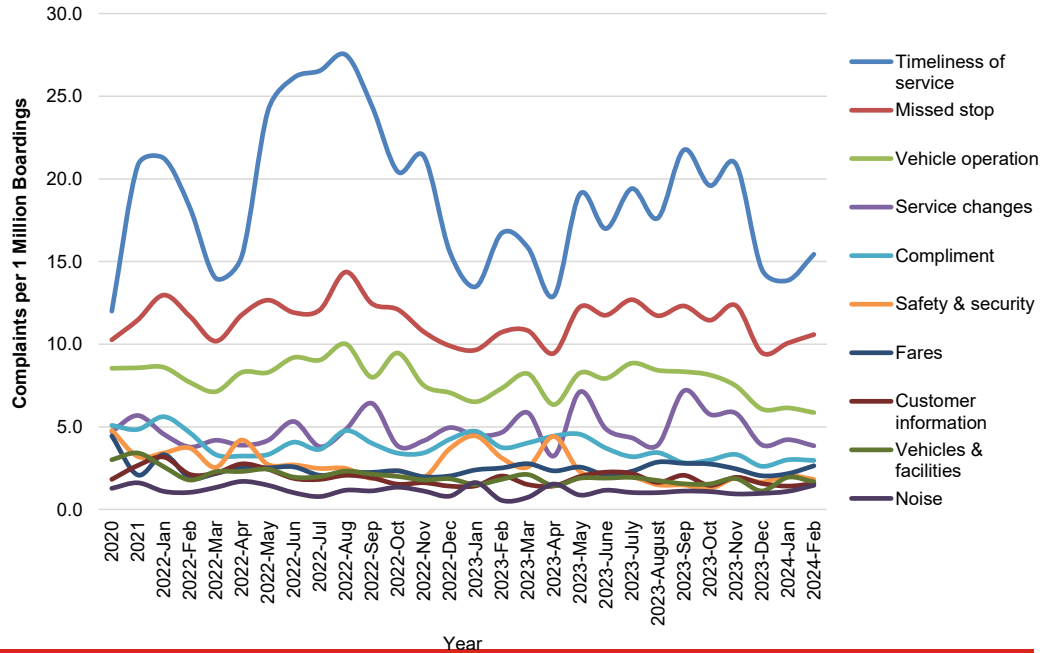
- Continue to monitor customer satisfaction with personal safety, and the effect of Community Safety program.
- Monitoring customer sentiment through ongoing customer satisfaction survey and customer service communications.
- An in-depth study is underway to understand social and environmental factors that resonate with TTC customers.
- Embed customer satisfaction, customer research, and CSC priorities in upcoming Customer Experience Action Plan.





Customer experience

Customer service communications (CSCs)



Definition
Top 10 categories of CSCs (number of communications) per one million boardings. Customers provide feedback to the TTC via our website, telephone, e-mail and Twitter, which become CSCs for follow-up and monitoring.

Results

In February 2024, Customer Service Communications (CSCs) per one million boardings increased by 2% from January 2024. Total CSCs increased to 3,201 in February 2024 compared to 3,131 in January 2024, during a period of 1% decrease in boardings.

Analysis

The top three ranked CSCs categories were Timeliness of Service, Missed Stops, and Vehicle Operation. Timeliness of Service increased by 11%. Missed Stops decreased by 5% and Vehicle Operation decreased by 1%, respectively. Since Summer 2023, Timeliness of Service, Missed Stops, and Vehicle Operation, the top three areas of concerns for customers, have remained on average 14% to 30% lower.

CSCs related to safety and security have decreased by 12% and have remained steady at a rank of seven out of 10 since December 2023. Also, the proportion of safety CSCs at 4% to total CSCs remained unchanged in February 2024, compared to December 2023.

Action

- Continuing route level analysis for service reliability, and impacts of construction and congestion.
- Monitoring and reporting ongoing customer communications via live dashboard to help Bus Operations deliver improved customer service.
- Review of Customer Service Communications response time and establishing plans to continuously enhance the experience our customers have when submitting their feedback to the TTC.
- Monitoring Crowding levels across all buses and Line 1.
- Staff presence in stations have increased since November 2023, to support customer safety and experience by opening and closing subway stations, being present in the concourse, providing customer service, deterring fare evasion, and assisting in emergencies.





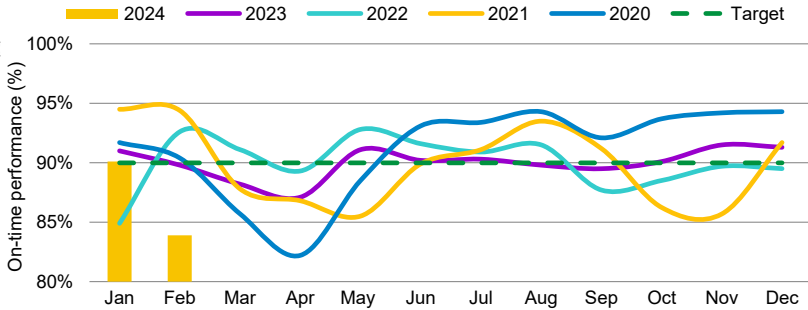
Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

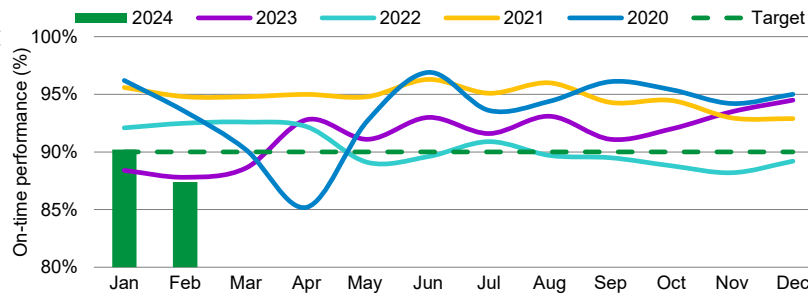
Customer experience

On-time performance (OTP) – Subway

1



2



Definition
 Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.
ATC: Automatic Train Control **OPTO:** One-Person Train Operation

Results

Line 1 OTP was 83.9% in February 2024. This represents a decrease from last month (90.1%) and a decrease from the same time last year (89.8%). Our target of 90% was not met.

Line 2 OTP was 87.4% in February 2024. This represents a decrease from last month (90.2%) and a decrease from the same time last year (87.8%). Our target of 90% was not met.

Analysis

On Line 1, there was a 12.9% decrease in total delay minutes – from 3,869 minutes in January 2024 to 3,370 minutes in February 2024. Decreases in delay minutes were seen across all major sectors except staff-related delays. There were 2,149 passenger-related delay minutes accounting for 63.74% of the total delay minutes. The largest two categories of passenger-related delays were Disorderly Patron – 494 minutes (down 19.8% from January), and Passenger Security Other – 358 minutes (down 7.5% from January).

On Line 2, there was an 11.7% decrease in total delay minutes - from 2,196 delay minutes in January to 1,940 delay minutes in February. Decreases were seen in all major sectors except for Plan Bs (incidents involving fire/smoke at track level).

There were 1,352 passenger-related delay minutes accounting for 69.7% of the total delay minutes. The largest two categories of passenger-related delays were Passenger Security Other – 358 minutes (up 61.2% from January) and Disorderly Patrons – 269 minutes (up 15.5% from January).

Despite the decrease in total delay minutes, the decrease in OTP for February compared to January was due to the high number of restricted speed zones due to track issues. These restricted speed zones also resulted in longer travel times.

Action

- We will continue to monitor crowding and service levels to ensure sufficient capacity is provided. Further, additional staff were deployed throughout the winter to help mitigate passenger-related delays by providing a stronger presence across the system.
- Work is ongoing to remove restricted speed zones. Since the end of February, the vast majority have been removed and work continues to resolve the few that remain.



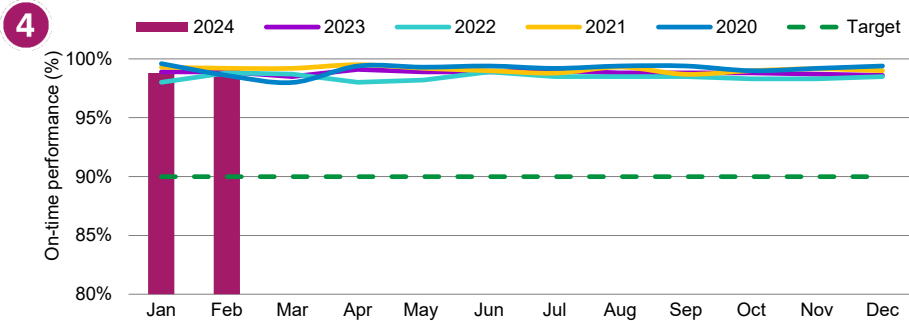


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Subway



Definition

Subway OTP is determined by headway adherence of service trains at end terminals. Headway is the amount of time between train arrivals at a station. Data represents weekday service. To be on time a train must be within 1.5 times of scheduled headway.

Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, 2023 the line 3 Bus Replacement Plan was implemented with transit priority infrastructure along the routing.

Results

Line 4 OTP was 99.1% in February 2024. This represents an increase from last month (98.8%) and an increase from the same time last year (98.9%). Our target of 90% was met.

Analysis

On Line 4, there was a 42.2% decrease in total delay minutes — from 287 delay minutes in January to 166 delay minutes in February. Decreases in delay minutes were seen across all categories.

Action

There are no anticipated changes for this line.



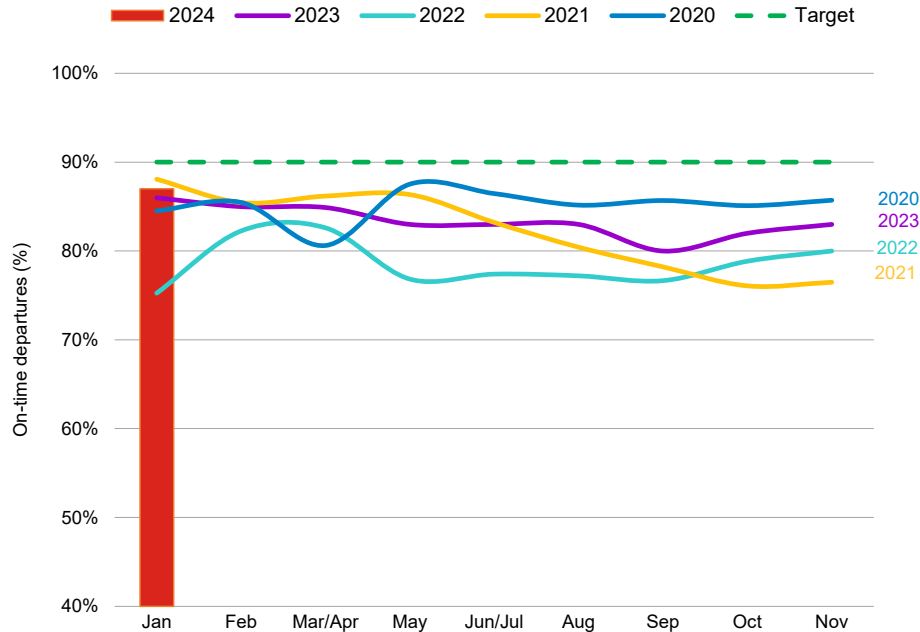


Rich Wong
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Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Bus



Definition
On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time (-1 to +5)

Results

Bus OTP for the January Board Period (January 7 to February 17, 2024) was 87%, an increase of four percentage-points compared to the November Board Period (83%). This is a one percentage-point increase in OTP compared to the same Board Period last year (86%). The target of 90% was not met. Bus OTP in the two-week December Board Period was 88%.

Analysis

Bus operations achieved the 90% target on one day of the Board Period (Monday, January 29). Weekend OTP was 88% for the January Board Period, a seven percentage-point increase over the November Board Period (81%). The Saturday Early Evening period was the worst performing weekend time-period at 84% on-time. The 74 routes that received Service Reliability updates in 2023 operated 89% on-time for all days of the January Board Period and 91% on-time on weekends. During the weekdays, this Board Period, OTP was 91% during the AM Peak Period, while dropping to 82% during the PM Peak Period.

Action

- Root cause diagnostic assessments for all 13 “Not On-time” routes.
- Focus on PM Peak period and weekend schedule improvements.
- Fulsome review of deadheading times across the network to improve first trip OTP.
- New set of “On the Cusp” routes for Supervisory field presence began in February.
- Ongoing review of challenging end terminals on select routes.

	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Bus Routes	59	62	13	26
% of Ridership	39%	42%	3%	17%
Weekday OTP	88%			81%



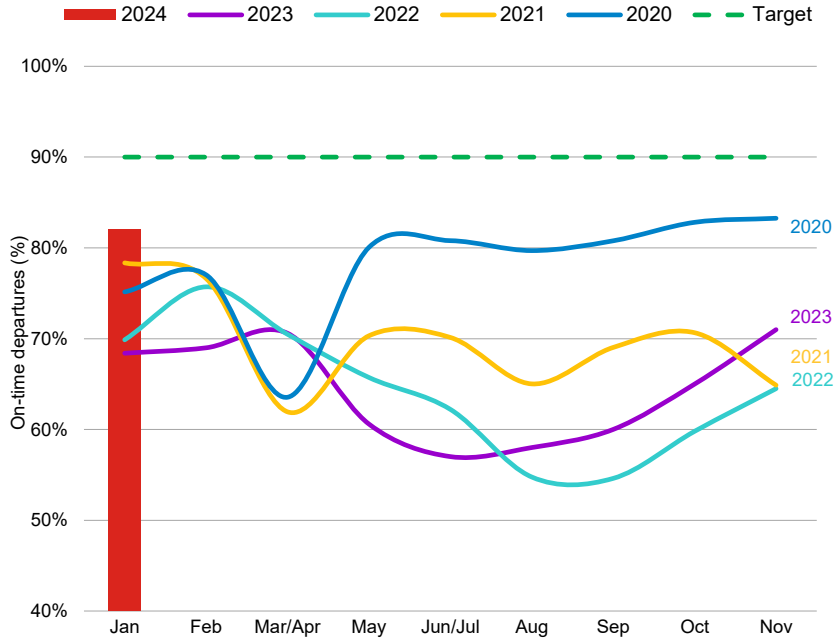


Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

Customer experience

On-time performance (OTP) – Streetcar



Definition

On-time performance measures vehicle departures from end terminals. Vehicles are considered on time if they depart within 59 seconds earlier or five minutes later than their scheduled departure time (-1 to +5).

*January Board Period is from January 7 to February 17, 2024.

Results

Streetcar OTP for the January Board Period (January 7 to February 17, 2024) was 82%, an increase of 11% compared to the November Board Period (71%). This is a 14 percentage-point increase compared to the same board period last year (68%). The target of 90% was not met. Streetcar OTP in the two-week December Board Period was 84%.

Analysis

On-street departures have created performance challenges for the 508 in the westbound direction, and was one of only three routes not impacted by construction that performed below 80% on-time (46%). As an outcome of 512 St Clair replacement buses using the streetcar right-of-way, OTP for the route improved to 91%, an increase of 13 percentage-points from the November Board Period.

Weekend OTP was 80% for the January Board Period, a 10 percentage-point increase over the November Board Period (70%). The Saturday Early Evening time-period was the worst performing weekend time-period at 74%.

Performance for all routes combined reached an 86% level on Mondays through the Board Period, due largely to the reduced traffic volumes on that day of the week.

Action

- Introduction of new operational strategy on 509 Harbourfront for the March Board Period.
- Review of 508 Lake Shore operations and particularly the westbound end of line.
- Review of weekend and off-peak schedules in advance of the spring/summer season to proactively mitigate increasing congestion and activity across the streetcar network.

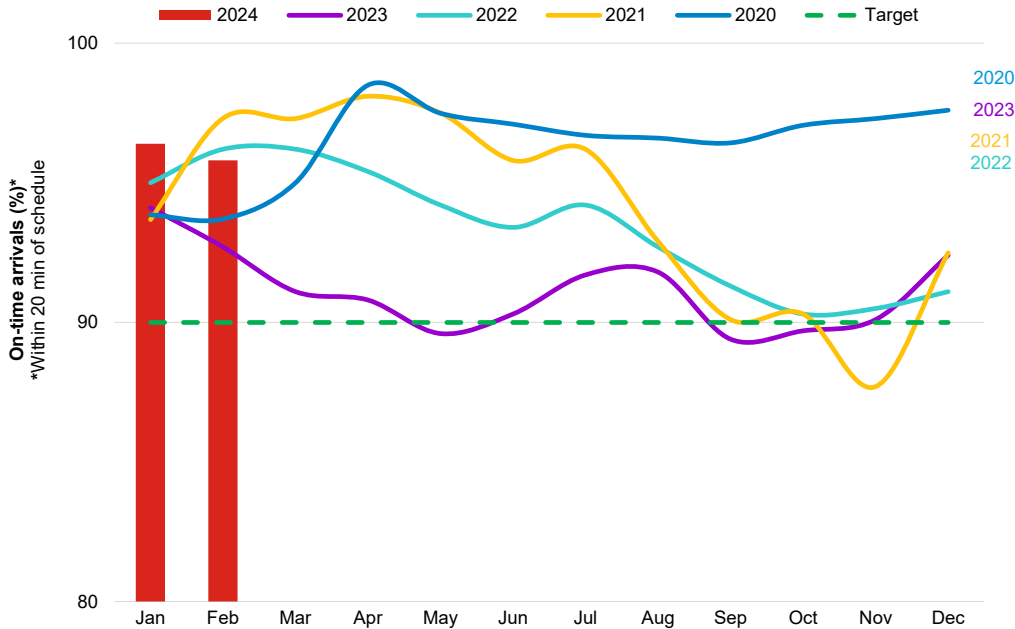
	On Time (≥ 90%)	On the Cusp (80% - 90%)	Not-On-Time (< 80%)	Construction
Streetcar Routes	3	3	3	2
% of Ridership	18%	30%	19%	32%
Weekday OTP	83%			81%





Customer experience

On-time performance (OTP) – Wheel-Trans



Definition

On-time performance of all trips conducted by Wheel-Trans buses. To be on time, the bus must arrive within 20 minutes of its scheduled arrival.

Results

OTP in Period 2 (January 28 to February 24, 2024) decreased by 0.6% from the previous period to 95.8%, and is 3.1% higher than Period 2 in 2023.

Analysis

Despite a slight decrease in OTP compared to Period 1, OTP remains well above the target of 90%. The decrease in OTP during this period can be attributed to an 18.5% increase in ridership demand from the same period last year, resulting in additional time being required to complete runs. In addition, road closure and construction impacts increased during this period. The Dispatch team continues to put extra efforts into adjusting runs when operational issues arise and making it a priority to minimize the impact to our customers.

Action

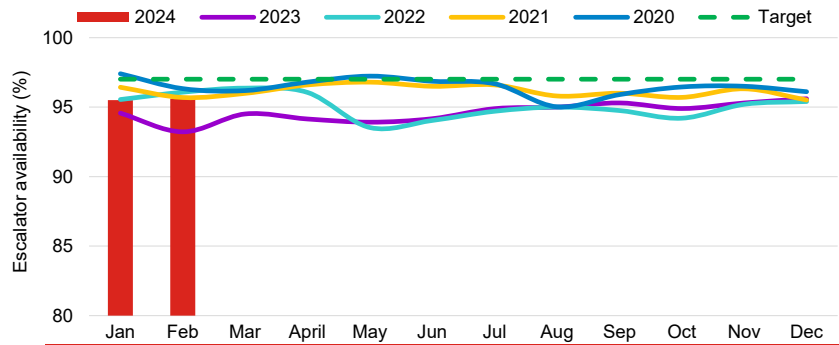
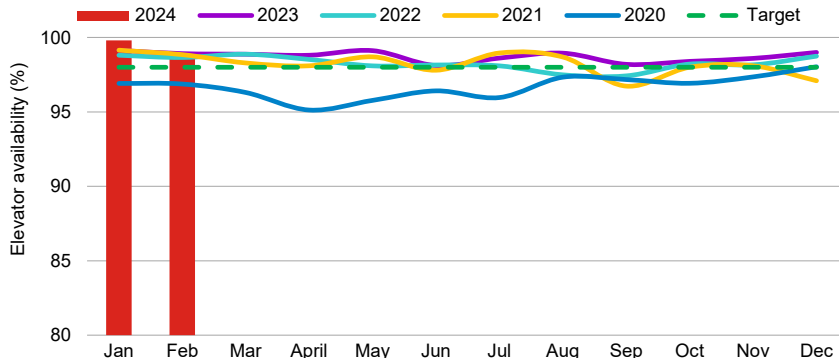
Staff will continue to supervise the efforts being made to improve the customer experience to ensure the methods used are effective. Decreasing vehicle speed factor in our scheduling system (the speed at which a vehicle is able to travel in the city) to more accurately reflect traffic conditions continues to result in higher OTP without impacting Daily Modal Percentage Delivered. The updated speed factor setting will be maintained in 2024 and close monitoring by dedicated staff will result in OTP remaining above 90%.





Customer experience

Accessibility – Elevator and escalator availability



Results

Subway Elevator availability for February was 98.9%, exceeding the target of 98%. Escalator availability for February was 95.6%, not meeting the target of 97%.

Analysis

In February, elevator maintenance and repairs were completed as planned and scheduled.

Escalators

- Four escalators are out of service to accommodate construction work, with one at Castle Frank Station, Greenwood Station, King Station, and Glencarin Station. The escalator at King is out of service since September 2023 until June 2025.
- Three escalators were out of service due to water damage, one at Don Mills Station, one Bay Station, and one at Keele Station.
- Overhaul of two escalators at Queen Station and one at St Clair West Station continue to have an impact on downtime.

Total out of service hours was 2,038 due to construction and water damage.

Action

The escalators at Greenwood Station, Castle Frank Station, Glencarin Station and King Station remain out of service to accommodate construction. The escalators at Don Mills, Bay, and Keele stations were returned to service.

To mitigate accessibility impact on customers:

- TTC website is updated with elevator status.
- "Accessible alternative" signage is located at each elevator.
- Elevator out-of-service status is communicated through Live "service alerts" on the website and the TV screens in stations and on platforms.
- Appropriate signage for annual maintenance, overhauls and construction is posted near elevators/escalators.

Definition
Percentage of total available elevator and escalator service hours during subway service.





Safety and security

Lost-time injuries rate (LTIR)



Definition

Number of employee injuries resulting in missed work per 100 employees (annualized).

Results

The Lost-Time Injury Rate (LTIR) for Q4 2023 was 4.4 injuries per 100 employees — a decrease from Q3 (4.6) and from the same period last year (4.6). The LTIR for Q4 was 14% lower than the four-quarter average. An overall upward trend in the LTIR has been observed since 2018. The latest available data from January and February show an average of 38.5 lost-time injuries, which is 33.6% lower than the average of 58 lost-time injuries in Q4.

Analysis

The slight decrease in Q4 LTIR compared to Q3 is mainly attributed to a 60% reduction in slip/trip injury events. Injuries due to slip/trip incidents account for 6% of all lost-time injuries and represent the fourth highest injury event type in Q4. Injuries due to acute emotional events account for 46% of all lost-time injuries in Q4 and represent the highest injury event type of 2023.

Action

The TTC has current corporate objectives aimed at reducing the frequency and severity of lost-time injuries, such as initiatives to prevent assaults and threats, reviewing musculoskeletal-related incident data to identify high-priority areas to reduce overexertion injuries, and developing a strategy and priorities to address emotional trauma injuries.

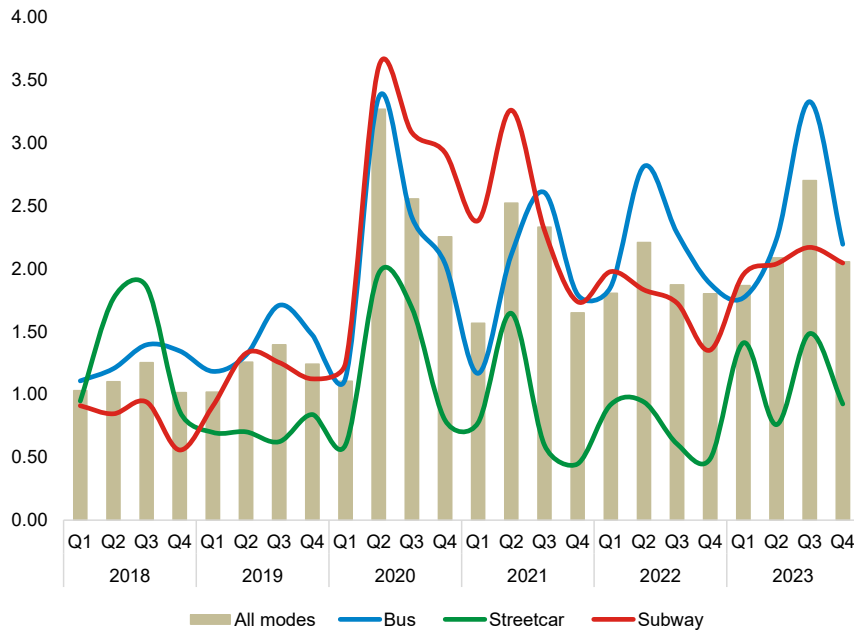
Note: Next update for Q1 2024 will be available in the May 2024 CEO's Report.





Safety and security

Customer injury incidents rate (CIIR)



Results

The CIIR in Q4 2023 was 2.05 injury incidents per one million vehicle boardings — a decrease from Q3 (2.7) and an increase from the same period last year (1.80). The CIIR for Q4 was 6% lower than the four-quarter average rate of 2.18 injury incidents per one million vehicle boardings. The four-quarter average, over the five years, shows a statistically significant upward trend in the CIIR. The latest available data from January and February show an average of 124 customer injury incidents, which is 7.4% lower than the average of 134 customer injuries in Q4.

Analysis

The decrease in the CIIR in Q4 (down 24% from Q3), was mainly due to the decrease in bus and streetcar injuries (bus CIIR is down 20% and streetcar CIIR is 37% down from Q3). Q3 and Q4 had 303 and 213 bus onboard injuries and 27 and 17 streetcar onboard injuries, respectively.

Action

The TTC continues to monitor the CIIR and existing safety initiatives, which include messaging to promote customer safety and safe vehicle operation.

Communications to Operators include reminders about smooth braking and acceleration, safe speed when turning, maintaining a safe following distance and operating more slowly when visibility is reduced.

The TTC prepares year-round for winter by reviewing severe weather plans and preparing for seasonal weather changes to mitigate safety impacts to customers.

Note: Next update for Q1 2024 will be available in the May 2024 CEO's Report.

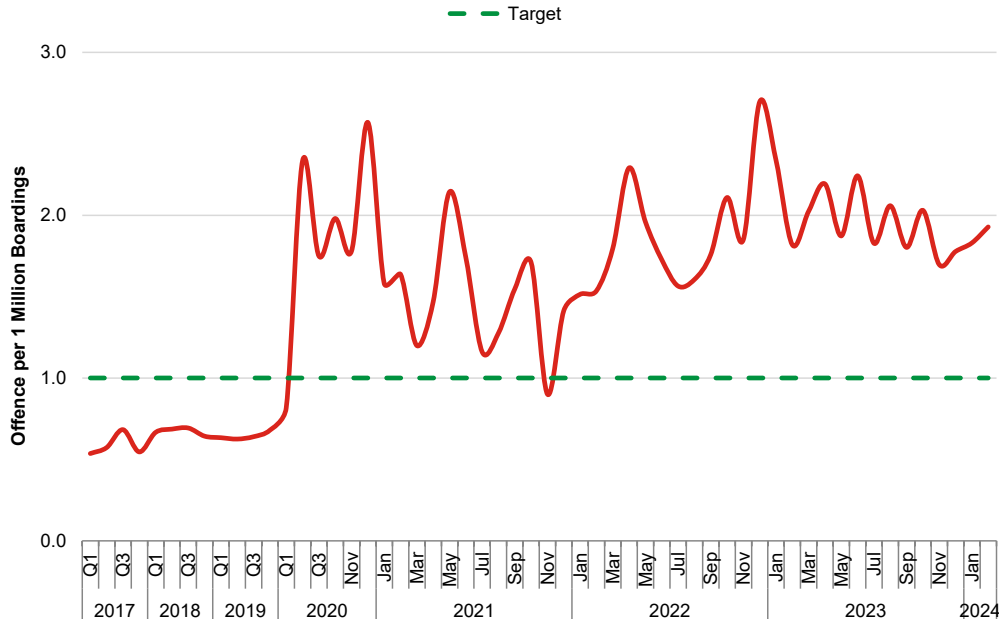
Definition
Number of customer injury incidents per one million boardings.





Safety and security

Offences against customers



Note: Prior period data may be restated as offences are further reviewed.

Definition

Number of offences against customers per one million boardings.

Results

The number of offences against customers was 1.93 per one million boardings for February 2024, increasing from 1.83 in January 2024.

Analysis

The rate of offences has increased, and correspondingly the per day rate also increased from 3.57 in January 2024 to 4.17 in February 2024. Since January 2023, there has been an overall decrease of 18% in rate offenses against customers.

Action

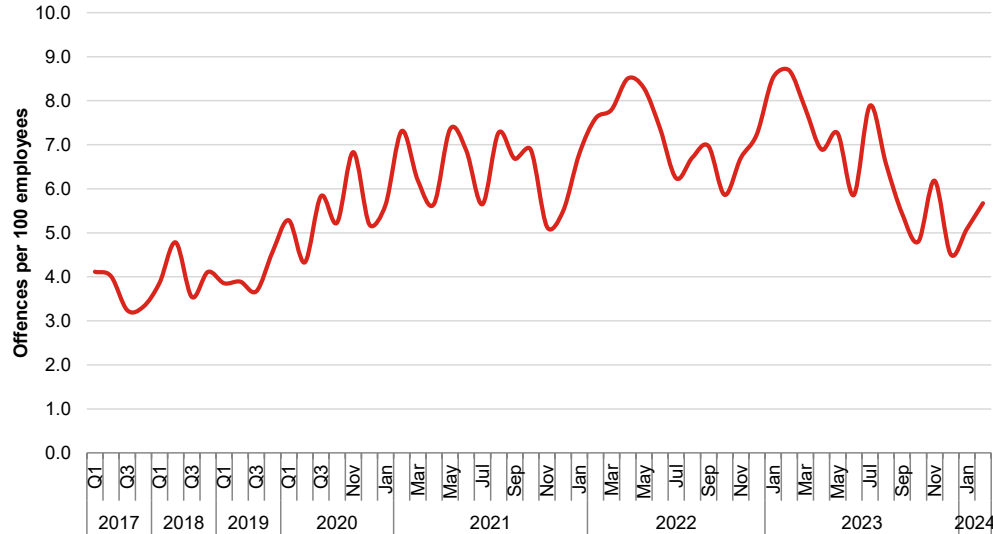
- Hiring of 161 new customer-facing personnel, vastly increasing the visible presence of TTC staff across the system. This includes 130 new Customer Service Agents in subway stations, one clerk to support administration duties, and 30 new Supervisors to be positioned at key locations. Hiring of personnel is complete.
- Multidisciplinary approach with City of Toronto and Toronto Police Service to amplify community support and incident response through short- and long-term strategies. Detailed updates have been captured in the Update in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).
- Community Safety Ambassadors and Streets to Homes staff continue to provide support and outreach for underhoused individuals since April 2023.
- Increasing promotion of SafeTTC App and *See Something Say Something* campaign through stations.
- The TTC continues the recruiting and hiring of 50 additional Special Constables. The TTC's Special Constable Service continues to monitor these statistics regularly, and report up to the multidisciplinary table, and reallocate resources across the network to assist with emerging issues.





Safety and security

Offences against employees



Note: Prior period data may be restated as offences are further reviewed.

Definition

Number of offences against employees per 100 employees.

Results

The number of offences against employees per 100 employees (annualized rate) increased in February 2024 compared to January 2024, to 5.67 from 5.08.

Analysis

The total number of offences have increased to 2.43 from 2.14 per day. Since January 2023, the overall rate of offences (annualized rate) has decreased by 33%.

Action

As part of the action plan to prevent offences against employees, the initiatives include:

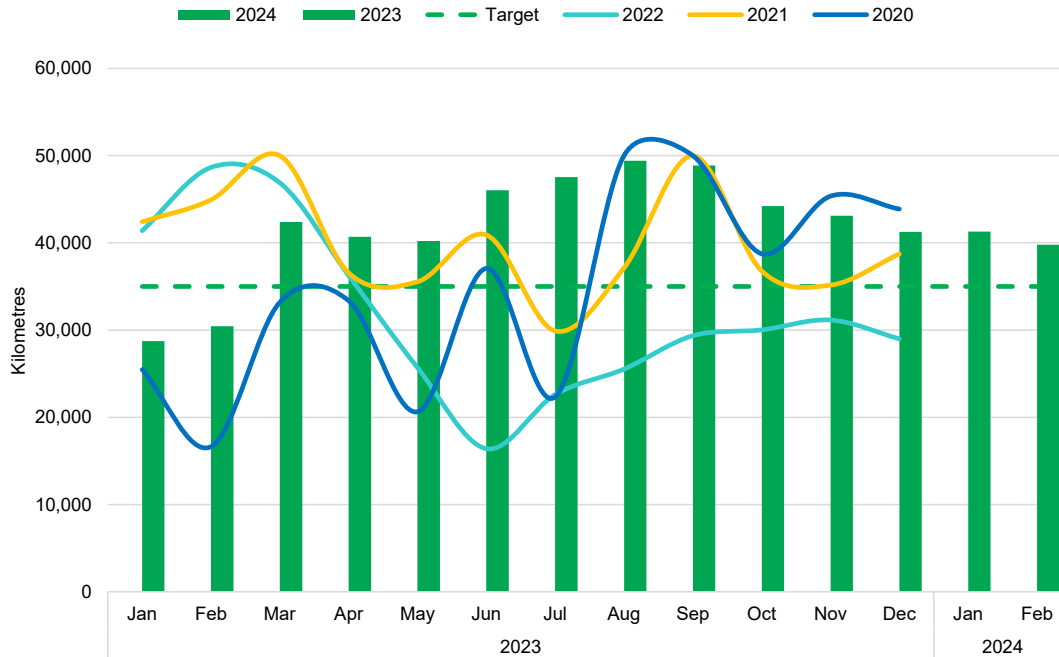
- Continuing high-visibility presence from community safety supports, including Special Constables, Security Guards and Toronto Police Officers, and increasing the presence of TTC staff across the system to improve incident response.
- Supporting 26 proactive site visits in 2023, with more planned for 2024, conducted by the Ministry of Labour, Immigration, Training and Skills Development and reviewing risk assessments, reporting processes, training and control measures.
- As of March 15, 2024, provided de-escalation training to 4,456 of 11,029 frontline employees, including unconscious bias training.
- Engaging with our Unions through quarterly Joint Labour Management Committee meetings to provide updates on the action plan and discuss recent incidents.
- Multidisciplinary approaches with the City of Toronto and Toronto Police Service to improve incident response and community support.
- Detailed updates have been captured in the TTC's Partnership Approach to Community Safety and Well-being on Public Transit Report ([September](#)).





Hot topics

Streetcar Mean Distance Between Failures (MDBF)



Definition

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more.

Results

Streetcar Mean Distance Between Failures (MDBF) has consistently remained above target since March 2023, for 12 consecutive months.

Analysis

The increase in streetcar MDBF is largely due to a proactive approach on vehicle maintenance combined with increased efforts to improve vehicle design and increase vehicle reliability. Over the past year, Streetcar Maintenance has identified areas for improvement and have developed targeted maintenance plans to increase vehicle reliability and reduce vehicle downtime.

Action

Streetcar maintenance continues to monitor and develop additional maintenance plans along with additional design improvements to further increase MDBF.



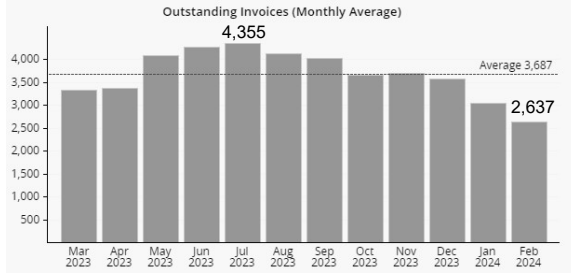


Finance-led digital transformation – Accounts Payable

Decrease in invoices outstanding



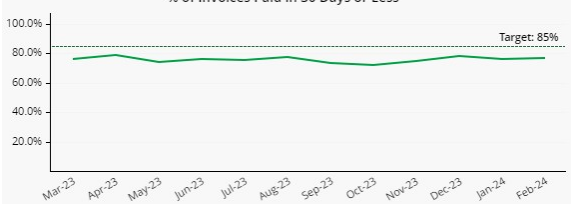
Chart 1



Increase in invoices paid within 30 days



Chart 2



Increase in discounts taken



Chart 3



Overview

The Accounts Payable (AP) Dashboard was launched in July 2023 to assist in monitoring and reporting TTC payments to vendors and key performance indicators (KPIs). The AP Dashboard:

- Includes visualizations, charts and tables that provide a comprehensive overview of the performance of TTC AP processes.
- Includes key metrics such as the percentage of invoices paid in 30 days or less, time taken to process invoices, percentage of discounts taken and an invoice aging summary.
- Enables corporate and departmental staff to identify the status of invoice payment, track progress and results against KPIs, identify areas for improvement and make informed decisions based on data and insights.
- Will help to streamline AP processes, reduce costs, take advantage of discounts and enhance their overall efficiency and effectiveness.

Results

Since the AP Dashboard's launch in July 2023:

- The monthly average number of outstanding invoices has decreased 40% by February 2024 from 4,355 to 2,637 invoices (Chart 1).
- The percentage of invoices processed for payment within 30 days has increased from 75.6% to 77.1% in February 2024 (Chart 2).
- Staff have consistently exceeded the 80% target of discounts captured, reaching 100% of discounts taken in February 2024 (Chart 3).

Current Outlook

The release of the AP Dashboard represents a significant step forward in the TTC's efforts to optimize its AP processes, modernize TTC financial management processes and support the TTC vendor community.





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

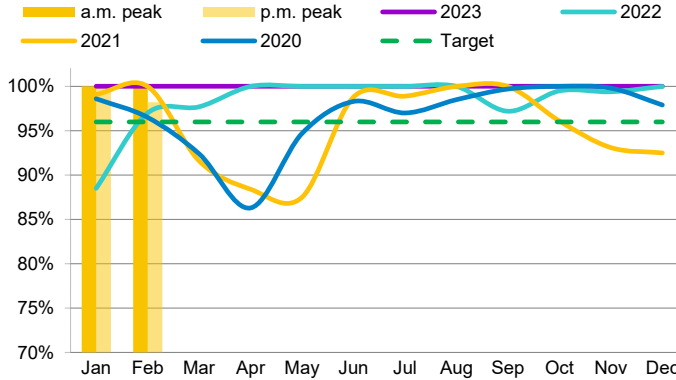
Appendix: Service delivery

Line 1 capacity

Total number of trains that travelled through 12 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Feb 2024: 100.0%
Jan 2024: 100.0%
Feb 2023: 98.4%

Target: 96.0%



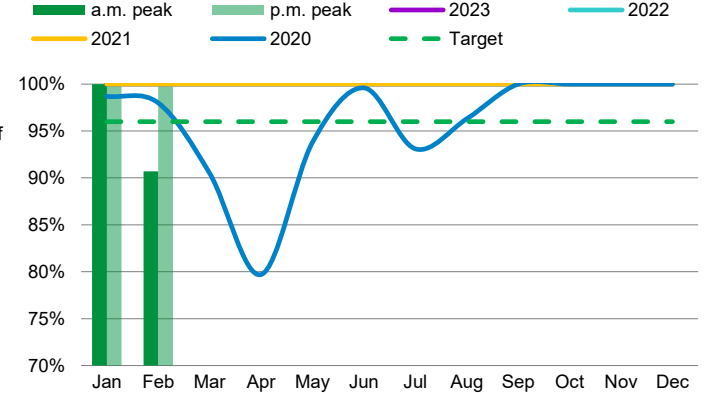
Line 3 was shutdown on July 24, 2023 and is closed permanently. Service was initially provided by shuttle buses. As of November 19, the Line 3 Bus Replacement Plan is in effect with complete transit priority measures and routing.

Line 2 capacity

Total number of trains that travelled through 10 key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Feb 2024: 97.4%
Jan 2024: 100.0%
Feb 2023: 100.0%

Target: 96.0%

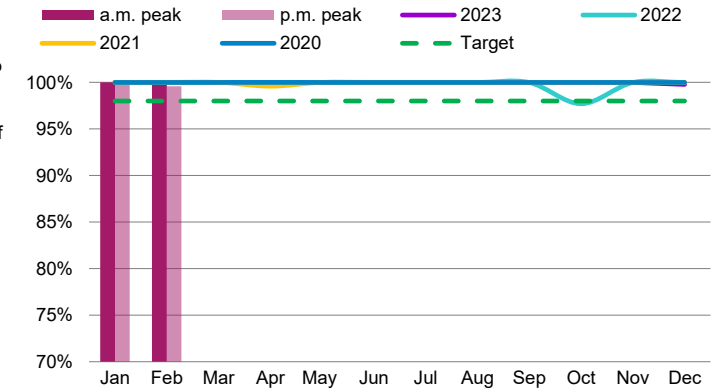


Line 4 capacity

Total number of trains that travelled through two key sampling points during a.m. and p.m. peaks as a percentage of trains scheduled. Data is based on weekday service. Peak periods: 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m.

Feb 2024: 100.0%
Jan 2024: 99.8%
Feb 2023: 100.0%

Target: 98.0%





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

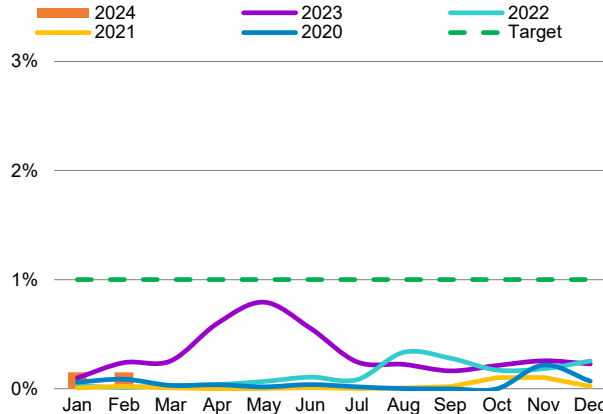
Appendix: Service delivery

Streetcar short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (percent of departures).

Feb 2024: 0.15%
Jan 2024: 0.15%
Feb 2023: 0.24%

Target: 1%

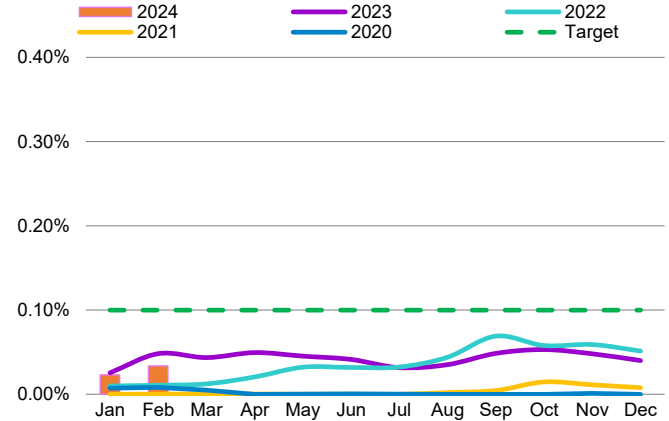


Bus short turns

A short turn occurs when a vehicle is turned back and taken out of service before it can reach the end of its route (per 100 departures).

Feb 2024: 0.03%
Jan 2024: 0.02%
Feb 2023: 0.05%

Target: 1.30%

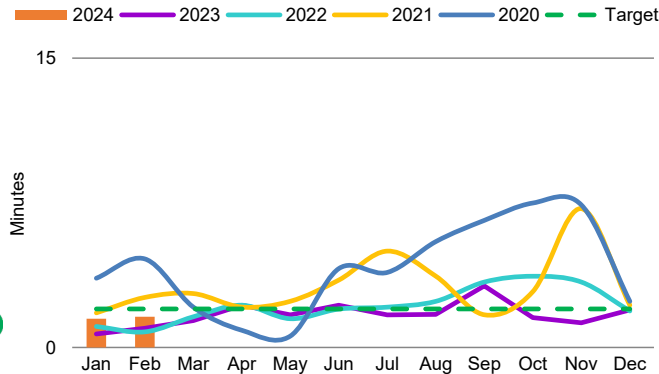


Wheel-Trans contact centre wait time

The average amount of time a customer waits in the queue before their call is answered.

Feb 2024: 1.6
Jan 2024: 1.5
Feb 2023: 1.0

Target: 2





Rich Wong
Chief Transportation and Vehicles Officer

Fort Monaco
Chief Operations and Infrastructure Officer

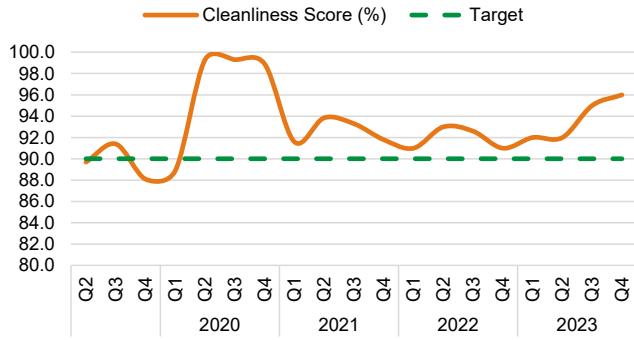
Appendix: Cleanliness

Bus cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2023: 96.0%
Q3 2023: 95.0%
Q4 2022: 91.0%

Target: 90.0%

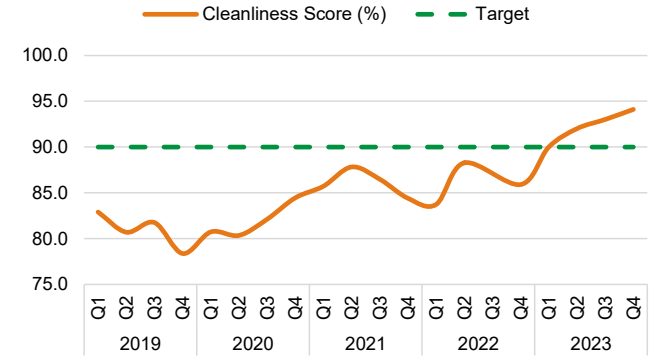


Streetcar cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2023: 94.1%
Q3 2023: 93.0%
Q4 2022: 85.9%

Target: 90.0%

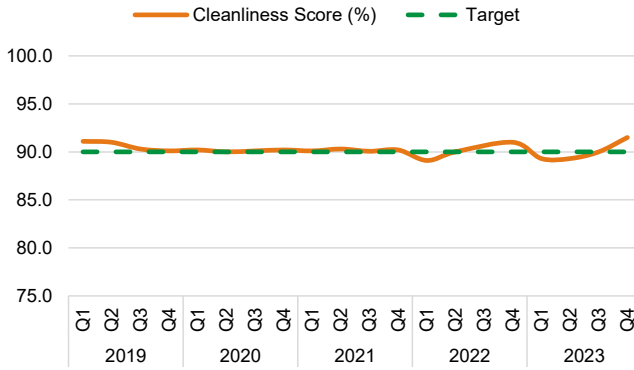


Subway cleanliness

Results of a third-party audit. Average of pre-service, in-service and post-service cleanliness results.

Q4 2023: 91.5%
Q3 2023: 90.0%
Q4 2022: 91.0

Target: 90.0%

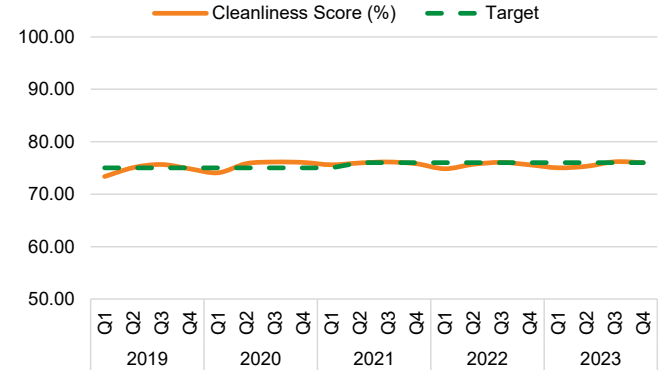


Station cleanliness

Results of a third-party audit. Average of all 71 stations.

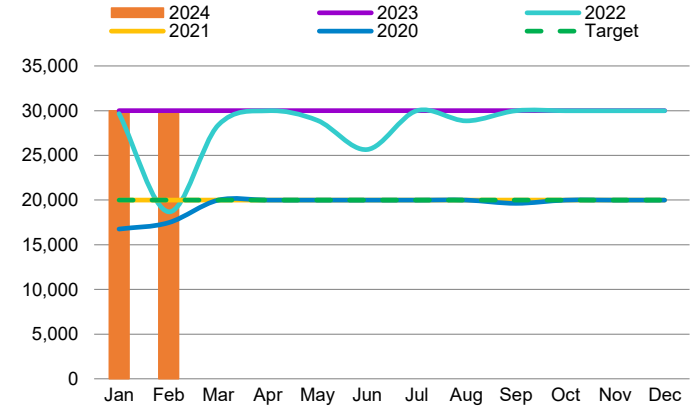
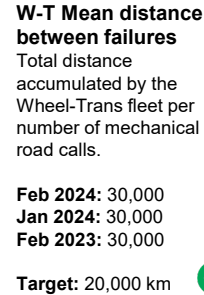
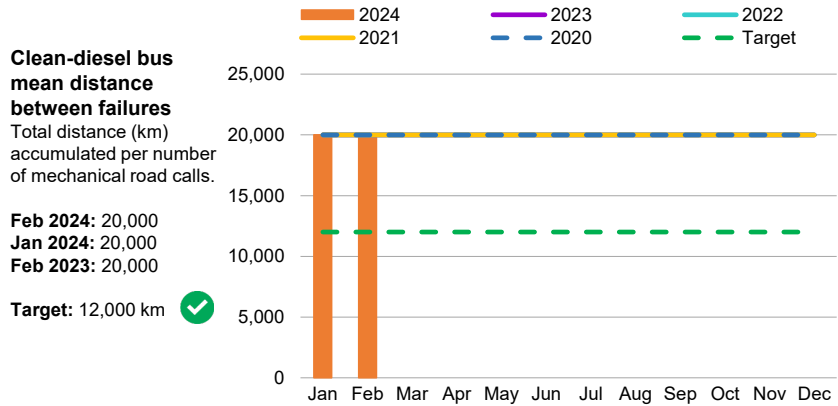
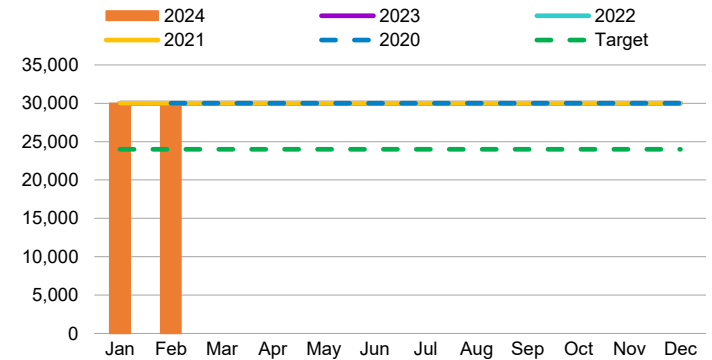
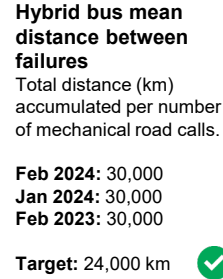
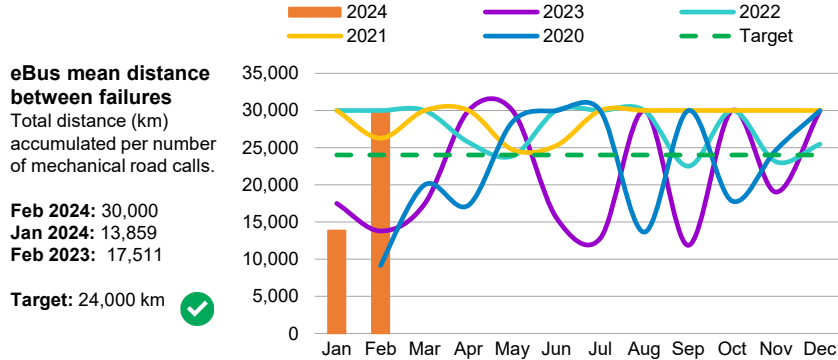
Q4 2023: 76.02%
Q3 2023: 76.19%
Q4 2022: 76.60%

Target: 76.0%





Appendix: Asset reliability





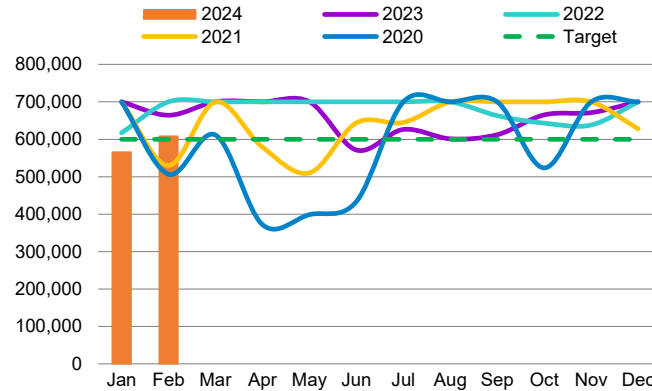
Appendix: Asset reliability

TR train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. TR trains operate on Line 1 and Line 4.

Feb 2024: 608,000
Jan 2024: 566,000
Feb 2023: 664,000

Target: 600,000 km

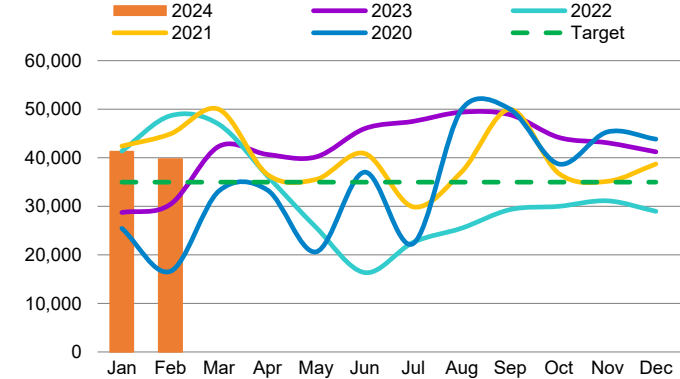


Streetcar mean distance between failures

Total distance (km) accumulated per number of mechanical road calls.

Feb 2024: 39,786
Jan 2024: 41,285
Feb 2023: 30,443

Target: 35,000 km

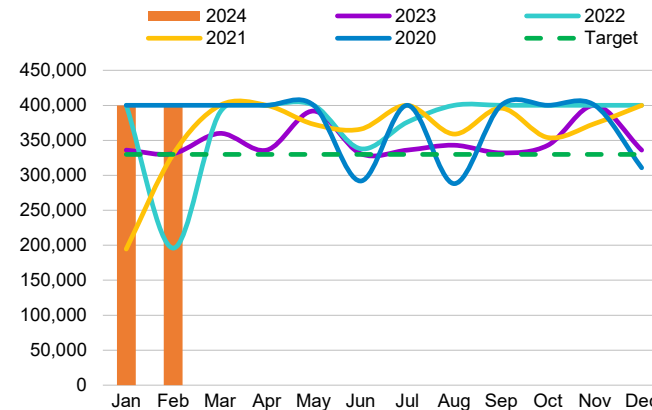


T1 train mean distance between failures

Total distance (km) travelled per number of equipment incidents resulting in delays of five minutes or more. T1 trains operate on Line 2.

Feb 2024: >330,000
Jan 2024: >330,000
Feb 2023: 336,000

Target: 330,000 km





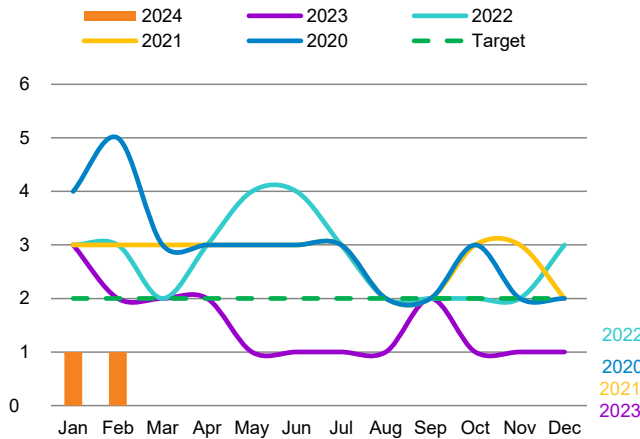
Appendix: Asset reliability

Streetcar road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change-off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable.

Feb 2024: 1
Jan 2024: 1
Feb 2023: 2

Target: Less than 2

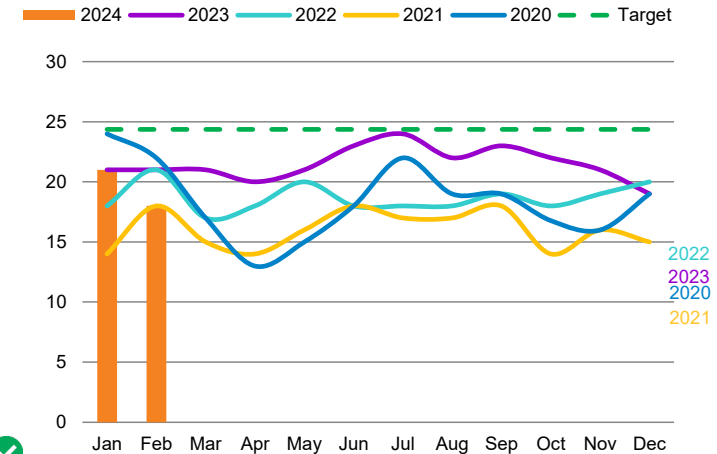


Bus road calls and change offs

Average daily number of vehicle equipment failures requiring a road call for service repair or a change off to a repair facility for a replacement vehicle (weekday data). Lower number is favourable. Target is 1.5% of peak revenue service

Feb 2024: 18
Jan 2024: 21
Feb 2023: 21

Target: Less than 24





Rich Wong
Chief Transportation and Vehicles Officer

Wendy Reuter
Chief Strategy and Customer Experience Officer (Acting)

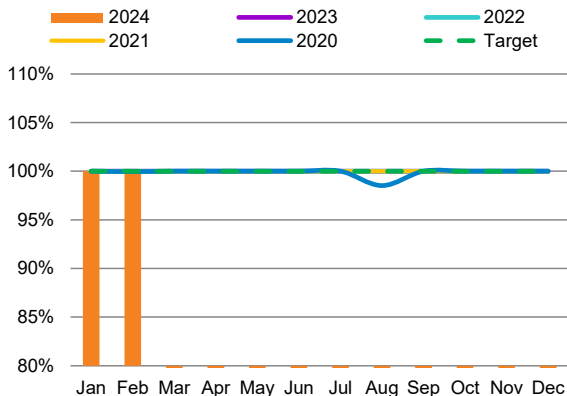
Appendix: Asset availability

Subway service availability

Daily weekday average number of trains put into service per the number of trains scheduled for the a.m. peak period.

Feb 2024: 100.0%
Jan 2024: 100.0%
Feb 2023: 100.0%

Target (RW): 100%

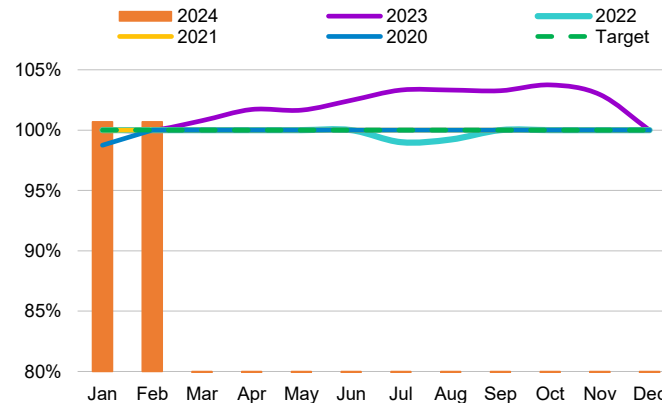


Streetcar service availability

Daily weekday average number of streetcars put into service per the number of streetcars scheduled for the a.m. peak period.

Feb 2024: 101.0%
Jan 2024: 100.0%
Feb 2023: 100.0%

Target (RW): 100%

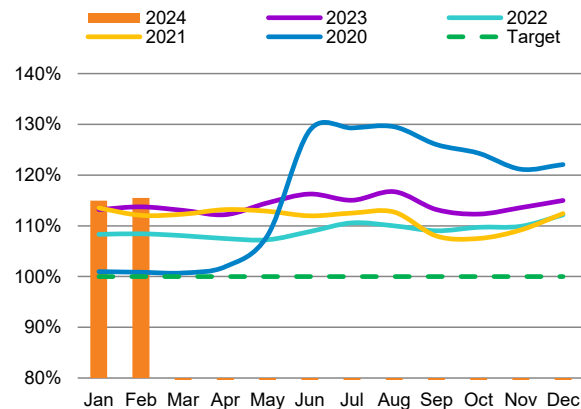


Bus service availability

Daily weekday average number of buses put into service per the number of buses scheduled for the a.m. peak period.

Feb 2024: 115.5%
Jan 2024: 115.0%
Feb 2023: 113.7%

Target (RW): 100%



Fare gate availability

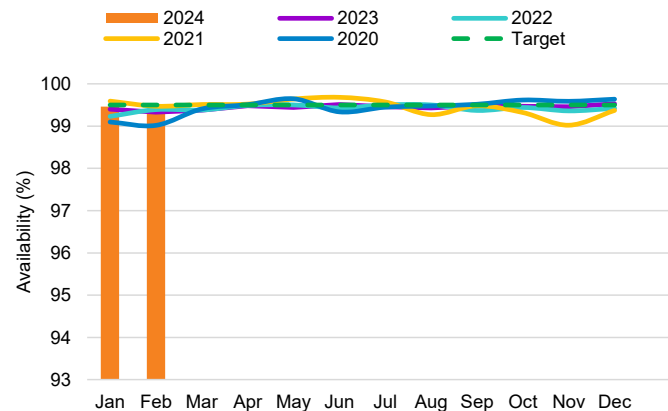
Percentage of fare gates are available for use.

Feb 2024: 99.30%
Jan 2024: 99.46%
Feb 2023: 99.33%

Target (WR): 99.50%



Work is underway to implement a new software patch to improve availability and reliability of the fare gates by Q3 2024.





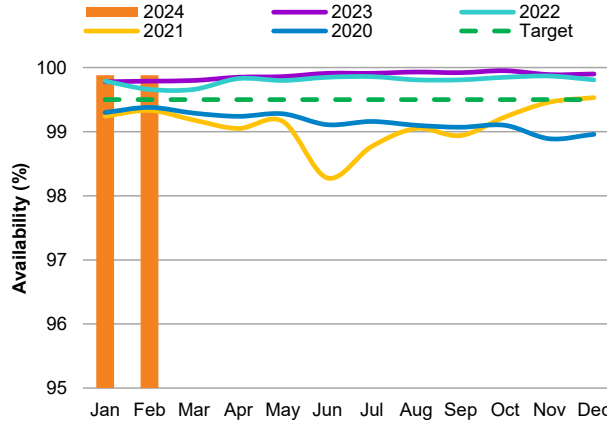
Appendix: Asset availability

PRESTO reader

Percentage of PRESTO readers in working order. PRESTO readers allow customers to pay their fare and are installed onboard TTC buses and streetcars.

Feb 2024: 99.88%
Jan 2024: 99.88%
Feb 2023: 99.79%

Target: 99.50%

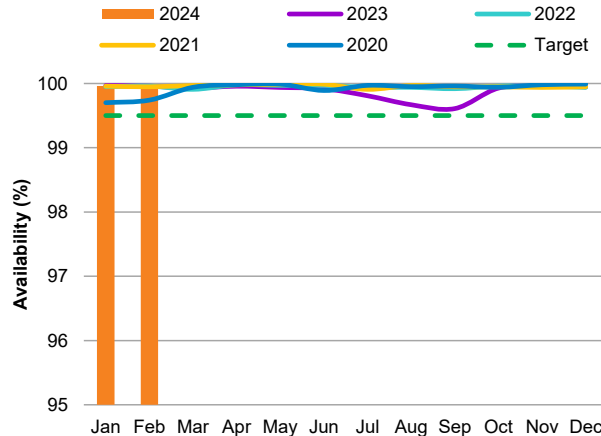


PRESTO Self-Serve Reload Machine (SSRM)

Availability of SSRMs based on duration of fault to time of resolution. SSRMs allow customers to load funds onto PRESTO cards, view their balance and card history, and activate products purchased online. SSRMs are installed at station entrances.

Feb 2024: 99.95%
Jan 2024: 99.96%
Feb 2023: 99.96%

Target: 99.50%

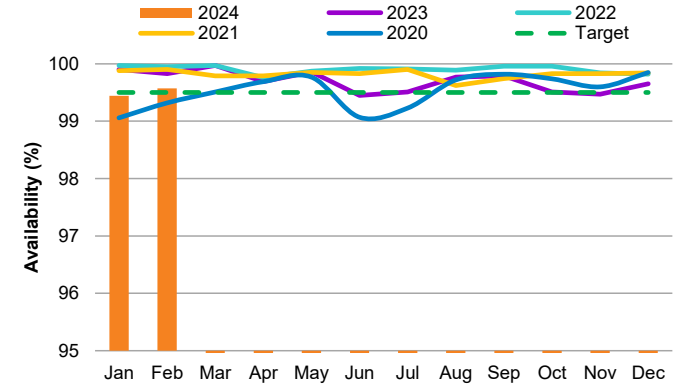


PRESTO Fares and Transfers Machine (FTM)

Availability of FTMs based on duration of fault to time of resolution. FTMs allow customers to purchase Proof of Payment tickets on streetcars and at selected streetcar stops.

Feb 2024: 99.57%
Jan 2024: 99.44%
Feb 2023: 99.83%

Target: 99.50%

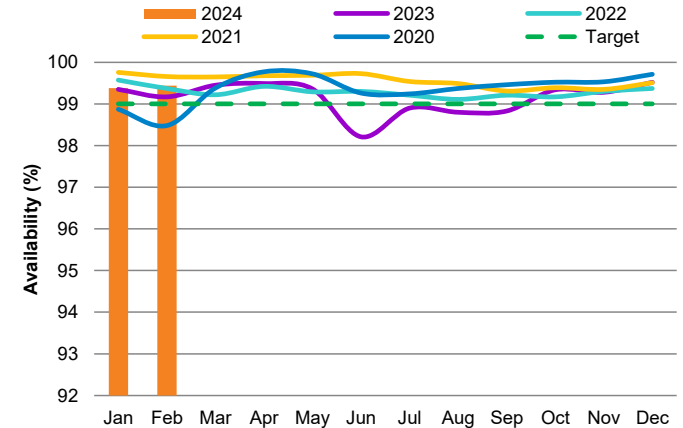


PRESTO Fare Vending Machine (FVM)

Availability of FVMs based on duration of fault to time of resolution. FVMs allow customers to load funds onto PRESTO cards, purchase cards, view balance and card history, and activate products purchased online. FVMs are installed at station entrances.

Feb 2024: 99.44%
Jan 2024: 99.38%
Feb 2023: 99.17%

Target: 99.00%



Appendix 2: Safety

Regulatory compliance – (January 1 to December 31, 2023)¹

This table summarizes the number of regulatory interactions and orders issued in 2023 (January 1 to December 31) and their status.

An Interaction refers to a:

- Report made by the TTC to a regulatory agency.
- Communication received from a regulatory officer requesting information, by phone, e-mail or in person.
- Visit to a site or TTC property, pre-planned or unplanned, by a regulatory officer.

Type	Interactions	Number of Orders Issued		
		Requirement orders ² issued	Non-compliance orders ³ issued	Status
Ministry of Labour, Immigration, Training and Skills Development	91	4	7 ⁽⁴⁾	Compliance Achieved
Ministry of the Environment, Conservation and Parks	0	0	0	No orders issued
Technical Standards and Safety Authority	1	0	4 ⁽⁵⁾	Compliance Achieved
City of Toronto	2	0	1 ⁽⁶⁾	Compliance Achieved
Toronto Fire Services	5	0	2	Compliance Achieved

⁴ The four MLTSD non-compliance orders since the last update were:

- Two orders to re-assess the workplace violence risk assessment at Wilson Station and Spadina Station with consideration for unsecured items (fire extinguishers).
- One order at Bathurst Station to secure the breakable glass panel containing the emergency window hammer on streetcar #4412 pursuant to section 25(1)(b) of the OHSA.
- One order to re-assess the workplace violence risk assessment due to the documents age, incident history at the location, and construction that has taken place since the last revision at Eglinton Station.

⁵ The four TSSA non-compliance orders were:

- One order was regarding the Contractor who interfered with a pipeline without the TTC's authority to do so when using an excavator to excavate and install a new bus pad for the TTC at 226 Wineva Avenue, Toronto, and the TTC as an owner shall ensure the Contractor receives authority from the TTC before interfering with any pipeline.
- One order was regarding the Contractor who was found to be excavating at 226 Wineva Avenue, Toronto without a valid locate, and the TTC as an owner shall ensure the Contractor excavate ground with a valid locate for location of any pipeline that may be interfered with.
- One order was regarding the Contractor who was found to be excavating with mechanical equipment near 226 Wineva Avenue, Toronto where locate markings were not visible, and the TTC as an owner shall ensure the Contractor stop work and contact Ontario One Call service, where one exists, or the owner TTC, to request a re-mark.
- One order was regarding the Contractor who was found to be excavating with mechanical equipment at 226 Wineva Avenue, Toronto within 1.0m of a marked gas line, and the TTC as an owner shall ensure the Contractor hand dig when the ground disturbance is within the hand expose zone.

⁶ The one City of Toronto (Toronto Water) non-compliance order was:

- Sanitary sewer sample collected at Hillcrest Complex exceeded the Toronto Sewer Bylaw limit for total phosphorus.

¹ Next update will be available in the May 2024 CEO's Report.

² Orders issued to provide documentation/information.

³ Orders issued to remedy contraventions of the Occupational Health and Safety Act or regulations, Environmental Protection Act, City of Toronto Sewers By-Law, and Technical Standards and Safety Authority Act.





Appendix: How ridership is measured

Revenue Rides versus Customer Boardings

Revenue Rides and Customer Boardings are both measures of transit ridership. Some transit agencies report ridership as 'Linked Trips' others report ridership as Boardings. Like many agencies the TTC uses both.

Revenue Rides

Revenue rides are linked trips. They represent a customer journey from origin-to-destination one-way, including transfers.

Why this is important: Indicates how many paid trips customers have made, and ties to fare revenue. This is the basis for forecasting and collecting fare revenue.

In the public transit industry:

- Can be referred to as 'linked trips', and 'ridership'.
- "Revenue Rides" are used by MTO to determine Gas Tax funding allocations.
- "Revenue Rides" aligns with CUTA's (Canadian Urban Transit Association) definition of "ridership", standardizing ridership reporting across Canadian transit agencies.
- Includes all fare groups as well as those with \$0 fares, including child and two-hour transfer rides. Excludes fare evasion.

Definition in the TTC CEO's Report

Revenue rides are equivalent to linked trips, and represent a customer journey from origin to destination, including transfers. The CEO's Report includes the average number of customer linked trips per week, including paid and free trips (children 12 and under).

Customer Boardings

Boardings measure customer use of the system. Customers are counted each time they board a TTC vehicle.

Why this is important: Represents use on the system, by mode, by vehicle, by times of day, and ties to occupancy. This is the basis for customer demand and service planning.

In the public transit industry:

- Can be referred to as 'unlinked trips' and 'ridership'.
- Is used by US transit agencies reporting to Federal Transit Administration for funding.
- Boardings aligns with APTA's (American Public Transit Association) definition of "ridership", which includes select Canadian transit agencies, www.apta.com/research-technical-resources/transit-statistics/ridership-report/.
- Some Canadian transit agencies use Boardings to report ridership.
- Includes both paid and unpaid use.

Definition in the TTC CEO's Report

Customer Boardings measure customer use of the system, by mode and by location. Customers are counted each time they board a TTC vehicle. The CEO's Report includes the average daily boardings per mode.